

DIRECTOR OF COMMUNICATIONS

(Competitive Class)

DISTINGUISHING FEATURES OF THE CLASS

This class encompasses a responsible supervisory and technical position in the support services of fire department operations, with responsibility for planning, maintaining and operating the fire department communication facilities and services. This position develops and maintains standard operating procedures for the Fire Communication Division. The employee of this class has the authority to work independently in most areas, and performs duties with only general instructions. This class reports to and has work reviewed by the Deputy Fire Chief.

EXAMPLES OF WORK

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Plans, organizes and directs the activities of the Fire Communications Division with respect to equipment and personnel. Handles complaints from the public concerning problems in the Fire Communications Division. Sets goals and objectives for the division. Makes recommendations for changes in procedures. Reviews incoming communications and routes work to the appropriate person or location. Compiles and submits a divisional operating budget. Reviews and signs purchase requisitions. Purchases or recommends the purchase of equipment and supplies.

Supervises subordinate communications personnel in the performance of all dispatching functions of the Fire Communications Division. Inspects appearance of equipment and personnel and evaluates work performance. Provides technical assistance to subordinates when needed. Counsels employees who are experiencing work problems, resolves employee complaints and grievances.

Supervises subordinate personnel who answer emergency and non-emergency telephone calls, making sure that the correct procedures are followed in processing information into the CAD system. Oversees the dispatching of units and the notification of any special agencies designated by department procedures in special or emergency situations. Supervises subordinates receiving and transmitting messages to and from emergency scenes and to and from related department personnel. Makes sure that reserve companies are sent as back-up for stations from which all equipment has been dispatched.

Sees that all employees receive necessary training by personally conducting formal and informal training. Personally conducts

formal training in operation of communications equipment. Provides on-the-job instruction in the operation of communications equipment and related areas. Prepares material for use in training. Participates in training provided by the department on communications and related areas.

Insures that accurate records of the department activity are maintained. Supervises the preparation and maintenance of division records and reports by reviewing records completed by subordinates and periodically inspecting systems and facilities for maintaining such. Develops new forms or revises old ones in order to improve accuracy and efficiency of documentation. Writes letters in answer to written or oral requests addressed to the Communications Division.

Supervises the general care, maintenance, and testing of the communications equipment. Provides for the repair of any malfunctioning communications equipment and inspects repairs to see that they were properly accomplished. Oversees the purchase, storage, and distribution of supplies and equipment used in the Communications Division.

Performs any related duties assigned.

QUALIFICATION REQUIREMENTS

Unless otherwise specified, all requirements listed below must be met by the filing deadline for application for admission to the examination.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States, and of legal age.

After offer of employment, but before beginning work in this class, must pass a medical examination, the selection and administration of which shall be authorized by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without accommodation.

Applicant must possess one of the following: high school diploma, high school equivalency certificate, high school transcript, affidavit from the issuing high school, associate's or bachelor's degree, or college transcript, any one of which must indicate that graduation has occurred or a degree awarded. A certification of completion shall not be sufficient to substitute for a diploma or equivalency certificate.

Must possess a valid driver's license.

MUST MEET ONE OF THE FOLLOWING TWO QUALIFICATIONS

EITHER

Must have at least two (2) years of experience as a full time Communications Officer with a paid fire department.

OR

Must have at least three (3) years of experience in a related field which would afford the applicant experience with computer aided dispatching and related areas of emergency communications.

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